



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

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May 6, 2014

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From: Philip L. Browning
Director

**BOYS TOWN CALIFORNIA, INC. GROUP HOME CONTRACT COMPLIANCE MONITORING
REVIEW**

The Department of Children and Family Services (DCFS) Out-of-Home Care Management Division (OHCMD) conducted a review of Boys Town California, Inc. Group Home (the Group Home) in February 2014. The Group Home has one site located in Orange County and provides services to County of Los Angeles DCFS foster children, as well as Probation Department youth. According to the Group Home's program statement, its purpose is, "to help each child learn the skills and behaviors that are necessary for successful entry back into their family or to another placement within the community and ultimately, a successful entry into adulthood."

The Group Home is licensed to serve a capacity of 24 girls and boys, ages 8 through 17. At the time of review, the Group Home served 2 placed County of Los Angeles DCFS children. The placed children's length of placement was 14 months, and their age was 16.

SUMMARY

During OHCMD's review, the interviewed children generally reported: feeling safe at the Group Home; having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

The Group Home was in full compliance with 8 of 10 areas of our Contract compliance review: Licensure/Contract Requirements; Facility and Environment; Educational and Workforce Readiness; Health and Medical Needs; Psychotropic Medication; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Personnel Records. Discharged Children was not applicable, as no children were discharged during the review period.

"To Enrich Lives Through Effective and Caring Services"

OHCMD noted a deficiency in the area of Maintenance of Required Documentation and Service Delivery, related to the Group Home not having obtained the DCFS Children's Social Worker's authorization to implement Updated NSPs in a timely manner. OHCMD instructed the Group Home supervisory staff to enhance monitoring in order to eliminate documentation issues and ensure compliance with service requirements and all regulatory standards.

Attached are the details of our review.

REVIEW OF REPORT

On February 26, 2014, the DCFS OHCMD Monitor, Jui Ling Ho, held an Exit Conference with Group Home representatives: Shauntina Sorrells, Senior Director of Program Operations; Sarah Terry, Director of Family Homes; and Annie Bach, Support Services Specialist. The Group Home representatives: agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve compliance with regulatory standards; and to address the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

The Group Home provided the attached approved CAP addressing the recommendations noted in this compliance report. OHCMD will verify the implementation of the recommendations and provide technical assistance during our next visit to the Group Home in July 2014. An addendum to the report will be submitted 30 days after the completion of the review to address CAP implementation.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager, at (213) 351-5530.

PLB:EM:KR
RDS:jlh

Attachments

c: William T Fujioka, Chief Executive Officer
John Naimo, Acting Auditor-Controller
Jerry E. Powers, Chief Probation Officer
Public Information Office
Audit Committee
Sybil Brand Commission
Lawren Ramos, Executive Director, Boys Town California, Inc.
Lenora Scott, Regional Manager, Community Care Licensing
Angelica Lopez, Acting Regional Manager, Community Care Licensing
Robert Gomes, Regional Manager, Community Care Licensing, Orange County

**BOYS TOWN CALIFORNIA, INC. GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW SUMMARY**

**20371 Flanagan Road
Trabuco, CA 92678
License # 306002598
Rate Classification Level: 11**

	Contract Compliance Monitoring Review	Findings: February 2014
I	<u>Licensure/Contract Requirements</u> (9 Elements) <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Provided Children's Transportation Needs 3. Vehicle Maintained In Good Repair 4. Timely, Cross-Reported SIRs 5. Disaster Drills Conducted & Logs Maintained 6. Runaway Procedures 7. Comprehensive Monetary and Clothing Allowance Logs Maintained 8. Detailed Sign In/Out Logs for Placed Children 9. CCL Complaints on Safety/Plant Deficiencies 	Full Compliance (ALL)
II	<u>Facility and Environment</u> (5 Elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms Well Maintained 4. Sufficient Recreational Equipment/Educational Resources 5. Adequate Perishable and Non-Perishable Foods 	Full Compliance (ALL)
III	<u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements) <ol style="list-style-type: none"> 1. Child Population Consistent with Capacity and Program Statement 2. County Children's Social Worker's Authorization to Implement NSPs 3. NSPs Implemented and Discussed with Staff 4. Children Progressing Toward Meeting NSP Case Goals 5. Therapeutic Services Received 6. Recommended Assessment/Evaluations Implemented 7. County Children's Social Workers Monthly Contacts Documented 8. Children Assisted in Maintaining Important Relationships 	<ol style="list-style-type: none"> 1. Full Compliance 2. Improvement Needed 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance

	9. Development of Timely, Comprehensive Initial NSPs with Child's Participation 10. Development of Timely, Comprehensive, Updated NSPs with Child's Participation	9. Full Compliance 10. Full Compliance
IV	<u>Educational and Workforce Readiness</u> (5 Elements) 1. Children Enrolled in School Within Three School Days 2. GH Ensured Children Attended School and Facilitated in Meeting Their Educational Goals 3. Current Report Cards Maintained 4. Children's Academic or Attendance Increased 5. GH Encouraged Children's Participation in YDS or Equivalent Services and Vocational Programs	Full Compliance (ALL)
V	<u>Health and Medical Needs</u> (4 Elements) 1. Initial Medical Exams Conducted Timely 2. Follow-Up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-Up Dental Exams Conducted Timely	Full Compliance (ALL)
VI	<u>Psychotropic Medication</u> (2 Elements) 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review	Full Compliance (ALL)
VII	<u>Personal Rights and Social/Emotional Well-Being</u> (13 Elements) 1. Children Informed of Group Home's Policies and Procedures 2. Children Feel Safe 3. Appropriate Staffing and Supervision 4. GH's Efforts to Provide Nutritious Meals and Snacks 5. Staff Treat Children with Respect and Dignity 6. Appropriate Rewards and Discipline System 7. Children Allowed Private Visits, Calls and Correspondence 8. Children Free to Attend or Not Attend Religious Services/Activities 9. Children's Chores Reasonable 10. Children Informed About Their Medication and Right to Refuse Medication	Full Compliance (ALL)

	<ul style="list-style-type: none"> 11. Children Free to Receive or Reject Voluntary Medical, Dental and Psychiatric Care 12. Children Given Opportunities to <u>Plan</u> Activities in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 13. Children Given Opportunities to <u>Participate</u> in Extra-Curricular, Enrichment and Social Activities (GH, School, Community) 	
VIII	<p><u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements)</p> <ul style="list-style-type: none"> 1. \$50 Clothing Allowance 2. Adequate Quantity and Quality of Clothing Inventory 3. Children Involved in Selection of Their Clothing 4. Provision of Clean Towels and Adequate Ethnic Personal Care Items 5. Minimum Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with Life Book/Photo Album 	Full Compliance (ALL)
IX	<p><u>Discharged Children</u> (3 Elements)</p> <ul style="list-style-type: none"> 1. Children Discharged According to Permanency Plan 2. Children Made Progress Toward NSP Goals 3. Attempts to Stabilize Children's Placement 	Not Applicable (N/A)
X	<p><u>Personnel Records</u> (7 Elements)</p> <ul style="list-style-type: none"> 1. DOJ, FBI, and CACIs Submitted Timely 2. Signed Criminal Background Statement Timely 3. Education/Experience Requirement 4. Employee Health Screening/TB Clearances Timely 5. Valid Driver's License 6. Signed Copies of Group Home Policies and Procedures 7. All Required Training 	Full Compliance (ALL)

**BOYS TOWN CALIFORNIA, INC. GROUP HOME
CONTRACT COMPLIANCE MONITORING REVIEW
FISCAL YEAR 2013-2014**

SCOPE OF REVIEW

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the February 2014 review. The purpose of this review was to assess Boys Town California, Inc. Group Home's (the Group Home) compliance with its County contract and State regulations and included a review of the Group Home's program statement, as well as internal administrative policies and procedures. The monitoring review covered the following 10 areas:

- Licensure/Contract Requirements,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Educational and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For the purpose of this review, two Department of Children and Family Services (DCFS) children were selected for the sample. There were no Probation children placed at the time of review. Out-of-Home Care Management Division (OHCMD) interviewed each child and reviewed their case files to assess the care and services they received. The two sampled children were prescribed psychotropic medication; therefore, we reviewed their case files to assess for timeliness of Psychotropic Medication Authorizations and to confirm the required documentation of psychiatric monitoring. At the time of the review, no discharged children's files were assessed as no children were discharged during the review period.

OHCMD reviewed four staff files for compliance with Title 22 Regulations and County contract requirements and conducted a site visit to assess the provision of quality of care and supervision.

CONTRACTUAL COMPLIANCE

OHCMD found the following one area out of compliance.

Maintenance of Required Documentation and Service Delivery

- The DCFS Children's Social Worker's (CSW) authorization to implement Updated Needs and Services Plan (NSP) was not obtained timely for one of four NSPs reviewed.

During the Exit Conference, the Director of Family Homes stated that, in efforts to ensure timeliness and efficiency, staff who contribute to the development of NSPs are expected to set reminders on their Outlook calendar. In addition, at least two weeks prior to the NSP due date,

the Director of Family Homes will be responsible for sending out reminders to the Group Home's therapists regarding NSP due dates. All NSPs will be time-stamped and submitted to the Director of Family Homes for review. Any corrections will require a timely turn-around. The completed, final document will be submitted to the Director of Family Homes, so that it may be faxed to the DCFS CSW in a timely manner. The fax transmittal will be kept on file. All efforts made by the Group Home will be documented.

Recommendation

The Group Home's management shall ensure that:

1. The Group Home staff obtains, or documents efforts to obtain the DCFS CSW's authorization to implement the NSP in a timely manner.

PRIOR YEAR FOLLOW-UP FROM DCFS OHCMD's GROUP HOME CONTRACT COMPLIANCE MONITORING REVIEW

The OHCMD's last compliance report, dated August 29, 2013, identified 9 recommendations.

Results

Based on our follow-up, the Group Home fully implemented 7 of 9 recommendations for which they were to ensure that:

- All vehicles are maintained in good repair.
- The group home is in compliance with Title 22 Regulations and County contract requirements.
- Comprehensive initial NSPs are developed and include all required elements in accordance with the NSP template.
- Comprehensive updated NSPs are developed and include all required elements in accordance with the NSP template.
- All children receive timely initial dental examinations.
- All children receive timely follow-up dental examinations.
- All children are encouraged and assisted in updating their Life Book/Photo Album.

The Group Home did not fully implement two recommendations for which they were to ensure that:

- The Group Home staff obtain, or document efforts to timely obtain, the DCFS CSW's authorization to implement the NSP.
- Full implementation of the outstanding recommendations from the OHCMD's 2012-2013 monitoring report regarding documentation of staff efforts is maintained as verification that CSWs approved implementation of NSPs.

Recommendation

The Group Home's management shall ensure that:

2. The outstanding recommendations from the 2012-2013 monitoring report dated August 29, 2013, which are noted in this report as Recommendations 1, and 2, are fully implemented.

At the Exit Conference, the Group Home representatives expressed their desire to remain in compliance with all Title 22 Regulations and Contract requirements. Initial and updated NSPs due dates will now be placed on a shared Outlook calendar between the therapists, the Director of Family Homes and the Senior Director of Program Operations. The treatment team will ensure all efforts made to obtain the DCFS CSW's authorization to implement NSPs are documented.

OHCMD will verify implementation of recommendations and provide technical support to the Group Home during our next visit to the Group Home in July 2014.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A current fiscal review of the Group Home has not been posted by the Auditor-Controller.



County of Los Angeles
Department of Children and Family Services
Out of Home Care Management Division
9320 Telstar Ave., Suite 216
El Monte, CA 91731

Dear Ms. Jui-Ling Ho,

The following is a plan of correction in response to your February 2014 Contract Compliance Review to Boys Town California, Inc. programs in Trabuco Canyon. Below you will see your findings and our corrective action plan.

Corrective Action Plan (CAP):

III. Maintenance of required documentation and service delivery:
Element #16 – Did the group home obtain or document efforts to obtain the County Social Worker's authorization to implement the Needs and Services Plan? (Well-Being)

Finding

Among 4 reviewed NSPs, one was not obtained CSW's signature timely to implement.

Corrective Action Plan

To ensure that CSW signatures are obtained or that efforts to gain the signature are present the following will occur;

- All staff members who contribute to the development of the NSPs will set reminders on their Outlook Calendar.
- The Senior Director of Operations also has access to the Program Director's calendar so that in possible absence they can be the one to follow up to ensure the NSPs are timely and have all the appropriate signatures or documented efforts to obtain those signatures.
- On the due date the Family Home Consultant will bring the entire NSP with all signatures including the CSW to be signed off by the Program Director as complete.
- If the CSW was not available for signature then a document such as email or fax confirmation must be added to the NSP.
- Monthly file reviews will take place to ensure any missing CSW signatures are followed up on and are attempted to gain again.

Sincerely,



Sarah Terry
Director of Family Homes
Boys Town California, Inc.

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Saving Children, Healing Families